



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
WARRIOR TRANSITION UNIT
U.S. ARMY MEDICAL DEPARTMENT ACTIVITY
WEST POINT, NEW YORK 10996-1197

MCUD-WTU

14 October 2010

MEMORANDUM FOR Personnel Assigned/Attached to Warrior Transition Unit, West Point, New York
10996

SUBJECT: Policy Letter #7 Rights of Military Personnel to Present Complaints or Request Assistance

1. **Reference:** AR 20-1, Inspector General Activities & Procedures
Army Wounded Warrior Website
2. **Purpose:** To provide guidance for all Soldiers assigned or attached on the procedures for reporting complaints to the Inspector General, Army Wounded Warrior Advocate or the Ombudsman.
3. **Applicability:** This policy applies to all personnel assigned or attached within the Warrior Transition Unit.
4. **Policy:**
 - a. All Soldiers have the right to present complaints, grievances, or requests for assistance to the appropriate agency. These may include what Soldiers reasonably believe to involve mistreatment, quality of care, neglect, fraud, waste, and abuse.
 - b. All personnel should consider whether concerns can be addressed through the chain of command. Soldiers are not required to present their concerns to your chain of command before visiting these agencies. However, they must obtain permission for accountability purposes to be absent from duties if they wish to visit the agency during duty hours. Soldiers do not have to tell anyone why you want to talk to the outside agency.
 - c. IG: Soldiers may visit or call the local IG at building 329, telephone (845) 938-5569. If you believe the local IG's response to you is not fair, complete, or in accordance with the law or regulation, or if you believe your interests may be jeopardized by contacting your local IG, you may write to the Inspector General, North Atlantic Region Medical Command. You may also call the Department of the Army Inspector General (DAIG) or the Inspector General Department of Defense (IG, DOD) Hotline. Their number(s) are:

DAIG	(800) 752-9747
DODIG	(800) 424-9098
Commercial	(703) 693-5080
DSN:	223-5080

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d. Department of the Army personnel are prohibited from taking any disciplinary or adverse action that restricts you from filing a complaint, seeking assistance, or cooperating with the IG. If, however, you lie or knowingly make false statements or accusations to the IG, you will be subject to disciplinary action under the provisions of the Uniform Code of Military Justice (UCMJ). Per AR 20-1, paragraph 1-12, the IG has a duty to protect confidentiality to the maximum extent possible. This is true for all persons who ask the IG for help, make a complaint, give evidence, contact, assist, or otherwise interact with an IG during an inspection or investigation.

e. Army Wounded Warrior (AW2) Hotline: The U.S. Army Wounded Warrior Program (AW2) is the official Army program that serves severely wounded, ill, and injured Soldiers, Veterans and their Families, wherever they are located, regardless of military status, for as long as it takes. AW2 provides individualized support to this unique population, the most severely wounded Soldiers from Overseas Contingency Operations since 9/11, who have, or are expected to receive, an Army disability rating of 30% or greater in one or more specific categories or a combined rating of 50% or greater for conditions that are the result of combat or are combat related. Point of contact numbers for the Army Wounded Warrior Program:

HQDA AW2: (800) 984-8523

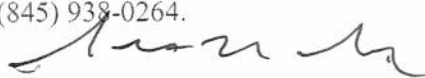
West Point AW2: (845) 938-6827

f. The Ombudsman functions as an independent, neutral and impartial mediator for Soldiers and their Family Members. Ombudsmen are selected for their demonstrated ability and passion to help Soldiers. They are located but not assigned to Medical Treatment Facilities (MTF) and serve as a liaison between the MEDCOM, the Soldier/Family member and the MTF Commander, acting as a communicator, facilitator and problem solver. Ombudsmen have a collaborative relationship with the MTF Patient Advocacy Office and work closely with the MEDCOM Medical Assistance Group (MAG) to assist with the resolution of issues that come through the Army Wounded Soldier and Family Hotline (WSFH).

Ombudsman: (609) 562-4792 (Fort Dix, NJ)

5. This policy supersedes all previous policies on this subject.

6. Point of contact this policy is the undersigned at (845) 938-0264.



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